

Appendix 41g ▪ Supervising Care Manager Training and Development Pathway

	Core Competencies	Suggested Courses/ Workshops*	Suggested Time Frames for Completion after Employment
1.	Personnel management and supervision	Management certificate program	Six months
2.	Problem solving, decision making, conflict management	Management certificate program	Six months
3.	Quality improvement	Quality management	Four months
4.	Fiscal management, including oversight of waived services expenditures	Management certificate program	Six months
5.	Basic understanding of geriatric assessment	Geriatric assessment	Six months
6.	Social casework objectives, principles and methods	Principles of social work	Six months
7.	Principles of human behavior and development of psychological defense mechanisms	Social work supervision	Six months
8.	Interaction with community referrals and vendors	Community outreach and networking	Ongoing
9.	Supervision and training of new staff in the following: <ul style="list-style-type: none"> Conducting in-depth assessments, reassessments; Evaluation of the client as a total person and identification of the functional limitations that impede independent living and support level of care determinations; Good written and verbal communication skills; Negotiation skills with ability to advocate on behalf of the client; Collaboration skills and ability to consult with health professionals; Development of care plans that address client's needs; Evaluation, monitoring and determining client's unmet needs; Identification and development of support systems for the client; Knowledge of community resources and services available to the client; and Ability to analyze complex situations and think critically. 	<ul style="list-style-type: none"> Care management HCBS Waiver and MSSP guidelines Teaching strategies Teamwork Problem solving Conflict resolution Project management 	<p>Six months</p> <p>* Courses in appropriate subjects may be available on-line as well as through conferences, seminars, and traditional community resources.</p>